Software AG
Global Support

We're here to assure your success

At Software AG, we want to make sure you get exactly the level of support you need. That's why we offer two levels of maintenance and support: Standard and Premier.

In addition, you can opt for add-on services for additional specialized support.

Standard Maintenance & Support

Standard Maintenance & Support comprises:

- New product versions, including significant enhancements and major functional releases
- Product updates and fixes
- 24/7 access to our Customer Support Portal (Empower), Software Download Center and TECHcommunity
- Phone support on business days, during business hours 8 a.m. to 5 p.m., excluding official holidays for your company's support hub
    - Americas, Mountain Time (MT)
    - Asia Pacific, Malaysia Time (MYT)
    - Europe, Central European Time (CET)
- 24/7 access to Software AG Global Support for Crisis incidents
- Seven Authorized Technical Contacts (ATCs)

Premier Maintenance & Support

Software AG's Premier Maintenance & Support offers everything included in Standard plus:

- 24/7 access to Software AG Global Support for all incidents, regardless of severity
- Two-times faster reaction times and prioritized queuing so that incidents are worked faster and, as a result, may be resolved quicker
- Increasing levels of Software AG management alerts to heighten visibility and deliver focused support
- Unlimited ATCs

Add-On Services

Complementary Services
Over and above Standard and Premier Maintenance & Support Services, our Complementary Support Services can deliver the benefit of a designated Technical Engineer who will provide proactive support tailored to your business environment and technical infrastructure.

This offering includes both fixed scope and annual support services, including but not limited to:

- Customer Success Manager
- Designated Engineer
- Multi-Region Support
- After-Business-Hours Support
- Jumpstart Support
- Installation Support
- Go-Live Support
- Upgrade Support
- Health Check

End-of-Maintenance Extension
After a product version has reached end of maintenance, you may opt for an End of Maintenance Extension to ensure high availability in mission-critical environments. This gives you the flexibility and freedom to stay fully supported and includes access to fixes while scheduling upgrades.

How to work with us

Empower – your gateway to Global Support
From here, anyone in your organization can:

· Request an Empower ID/password

· Find a local number for Global Support

· Download products, updates and repairs

· Research issues in our Knowledge Center

· Use eService to open/update support incidents

· Search product documentation

· Access communities and discussion areas

· Add a product feature request

· Find out about new product releases

· Offer feedback about our services

Maintenance & Support Services

Standard

· New versions / significant enhancements / major functional improvements / product fixes

· 24/7 access to Software AG's Support Portal

· 9x5 telephone support for critical & standard incidents

· 24/7 support service for crisis incidents

· 7 Authorized Technical Contacts (ATCs)

Premier

All the features of Standard, plus:

· Report critical and standard inquiries 24/7; Global Support will meet reaction timeframes & begin working on the solution

· Two-times faster reaction times

· Prioritized queuing of incidents

· Defined process to notify Software AG management of the status of crisis and critical incidents

· Unlimited number of ATCs

Complementary Support Services

Available à la carte:

· Customer Success Manager

· Designated Engineer

· Multi-Region Support

· After-Business-Hours Support

· End-of-Maintenance Extension

· Jumpstart Support

· Installation Support

· Go-Live Support

· Upgrade Support

· Health Check

When opening a support incident, be ready to tell us:

· Your name, organization that needs assistance and your phone number

· Software AG products and version numbers

· Installed service packs and fixes

· Third-party products and version numbers

· Hardware platform and operating system

· JVM® version, where applicable

· Severity of issue:

   - **Crisis** – severe production business impact, unable to use software

   - **Critical** – significant production business impact, operations restricted

   - **Standard** – some business impact, minor concern

· Description of issue

· Any related support incidents number
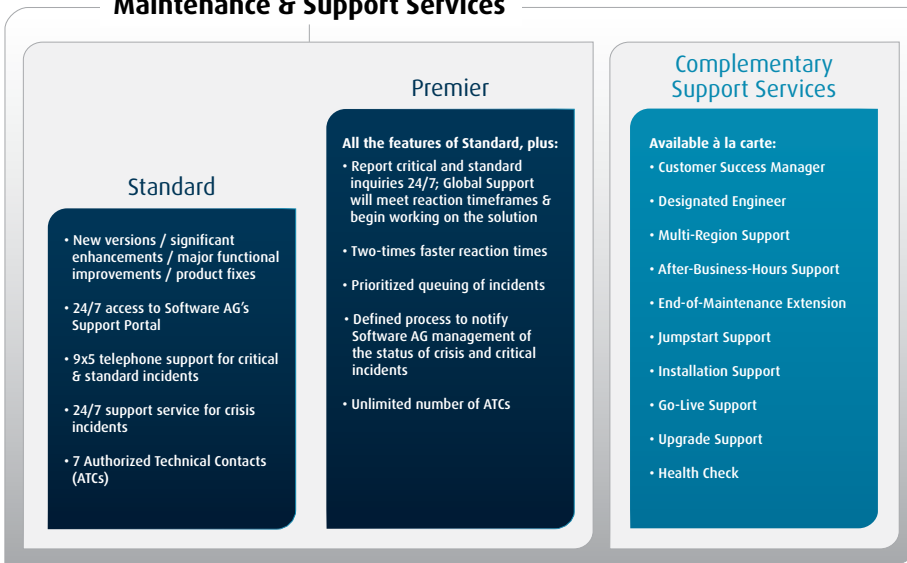
When resolving a problem, Global Support can assist with:

· Fault diagnosis/analysis for Software AG products

· Research in Software AG's Knowledge Center

· Advice on reproducing or narrowing down a problem

· Evaluation of diagnostic information

· Information to help you resolve a problem with third-party software

· Internal reproduction of the error situation (if possible)

· Coordination with Software AG's product development teams

Need remote diagnosis?

At our discretion, we may access your environment via a remote online diagnostic tool for purposes of diagnosis and analysis only. This is done during business hours at a time we agree on.

When escalation is required:

At your request, a Strategic Support Manager will work across Software AG to ensure satisfactory resolution to any complex issue.

Find out how to power up your Digital Enterprise at **www.SoftwareAG.com**

software AG

Get There Faster